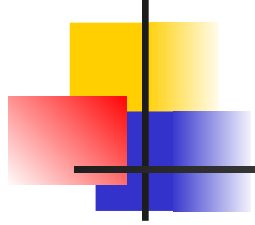


VA/TRICARE Business Practices





TRICARE Basics

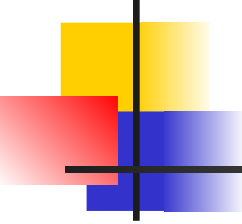
- Prime (HMO)
 - Requires enrollment
 - Primary Care Manager
 - Requires authorization for outside care
- Extra (Preferred Provider Network)
 - Requires authorization for inpatient/certain procedures



TRICARE Basics

- TRICARE Standard (Fee for Service)
 - Requires authorization for inpatient/certain procedures
- TRICARE For Life (Medicare eligible)
 - Medicare eligible TRICARE beneficiaries
 - Must purchase Medicare Part B
 - No additional authorizations required
 - Acts as first payor to VA

Managed Care Support Contractors

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-
- Health Services and Support Contractors in TRICARE contracts
 - Establish eligibility and TRICARE status
 - Referrals and authorizations
 - Establish Provider networks
 - Provider network training
 - Claims processing (New National Contract)
 - Marketing (New National Contract)



Types of TRICARE Providers

- TRICARE Provider (Non Participating)
 - Accepts TRICARE at CMAC
 - Can bill at 15% over CMAC
 - No contract or agreement signed
- Preferred (Network) Provider
 - Signed agreement to provide certain services
 - Bill at negotiated rate
 - (Example: CMAC less 10%)



TRICARE Contractors

- Health Net Federal Services North Region
- Humana Military Healthcare Services South Region
- TriWestHealthcare Alliance Corp. West Region



VA Responsibilities

- Establish TRICARE eligibility and TRICARE status
- Register patient into VistA
 - Eligibility and Insurance information
- Obtain authorizations for Prime patients
- Obtain required authorizations for Extra and Standard Patients
- Bill TRICARE
- Bill Patient Co-pays and deductibles
- Follow up on TRICARE bills



Eligibility

- Veteran
- TRICARE
- Dual Eligible Veteran
- Active Duty



Dual Eligible Veterans

- Individuals that are eligible for VA and TRICARE benefits:
- Must be treated as a veteran if seeking care for a service connected condition
 - Do Not bill TRICARE
- May use either Veteran or TRICARE benefits if seeking care for a non service connected condition (Veteran choice)
 - Must use that benefit for the complete episode of care



Patient Registration: TRICARE

- Patient Type: **TRICARE**
- Veteran (Y/N)?: **No**
- Primary Eligibility Code:
TRICARE/CHAMPUS
- Secondary Eligibility Code:
- Period of Service: **Other/Non
Veteran**



Patient Registration: Veteran Primary/TRICARE Secondary

- Patient Type: **NSC Veteran**
- Veteran (Y/N)?: **Yes**
- Primary Eligibility Code: **Appropriate
Veteran Code (SC <50%, NSC, etc.)**
- Secondary Eligibility Code:
TRICARE/CHAMPUS
- Period of Service: **Veteran's appropriate
Period of Service (WWII, PGW, etc.)**



Patient Registration: Active Duty

- Patient Type: **Active Duty**
- Veteran (Y/N)?: **No**
- Primary Eligibility Code: **Sharing Agreement**
- Secondary Eligibility Code: **TRICARE/CHAMPUS**
- Period of Service: **Service Name Active Duty**



Insurance Data Screen

- Covered by Health Insurance: **Yes**
- Insurance Company Name: **TRICARE**
- Group Name:
 - **Prime, Extra, Standard or TFL**
- Type of Plan: **CHAMPUS**
- Whose Insurance: **Other**
- Subscriber ID: **TRICARE ID #**
- Name of Insured: **Name of TRICARE sponsor**
- Insured's SSN: **Sponsor's SSN**



Making Appointments

- No TRICARE appointment type in VistA
- Use Sharing Agreement as appointment type for a TRICARE patient
- Use Sharing Agreement as appointment type for a dual eligible veteran using TRICARE benefits



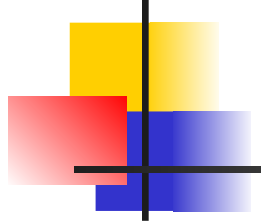
Billing Basics

- Bill to the Fiscal Intermediary where the TRICARE patient lives or is stationed at the time of service
- Active Duty do not pay co-payments or deductibles
- TRICARE pays after primary insurance
- TFL pays VA as primary insurance
- TMAC billing rates are at <http://vaww1.va.gov/vadod/index.cfm>



Billing and Payment

- Biller creates and authorizes the TRICARE bill
- Accounts Receivable Technician
 - Audits bill
 - Receives/analyzes EOB from TRICARE
 - Processes payment
 - Initiates appeal if necessary
- Biller creates and authorizes patient bill for co-payment and deductible



Additional Information

- TRICARE and VA Training Guide
<http://vaww.vistau.med.va.gov/vistau/tricare/default.htm>
- VHA Handbook DoD Health Care Resources Sharing (to be published)
- Managed Care Support Contractor Provider Relations Department
- <http://www.tricare.osd.mil>